

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 9, 2024

1:00 pm - 3:15 pm

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

Remote Public Link (click on this link) -
<https://us06web.zoom.us/j/87276712007>

**Dial In - 888 788 0099 (Toll Free) or
669 900 6833**

Meeting Number - is 872 7671 2007

***Please see note below.**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of June 11, 2024	Action	5-14
2	3.	Review & Approval of Minutes of April 9, 2024	Action	15-26
10	4.	General Public Comments	Information	
8	5.	Board Member Report	Information	
10	6.	Executive Director's Report - Andre Colaiace	Information	
15	7.	Customer Survey Results - Eric Haack & Catherine Veschi Great Blue Research	Presentation	

8	8.	Vehicle Discussion - Mike Greenwood	Presentation
10	9.	Post-eligibility calls - Eric Haack	Presentation
10	10.	Emergency Management Update - Alex Chrisman	Information
10	11.	Operations Report - Barrett Tate	Presentation
7	12.	Future Agenda Items - Yael Hagen	Information
8	13.	Member Communications	Information
8	14.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	15.	Adjournment	Action

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and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.
5. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting

June 11, 2024

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:04 p.m.

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Gordon Cardona, Bhunit Shah, Jan Johnson, Maria Aroch, Jesse Padilla

CAC Members Not Present: Rachele Goeman, Michael Conrad, Scott Barron, Wendy Cabil, Kimberly Hudson

Board Members Present: Director Theresa de Vera

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Hector Rodriguez, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace, Rycharde Martindale, Garrett Rodriguez, Anthony Santiago, Randy Johnson

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF MAY 14, 2024

Chair Hagen asked for a motion to approve the May 14, 2024 minutes.

Motion: Member Padilla
Seconded: Member Johnson
Abstention: Member Cardona
Motion: Passed

MEMBER DISCUSSION

Chair Hagen took a moment to recognize the birthdays of Dina Garcia, Matthew Avancena and Andre Colaiace and congratulate them.

GENERAL PUBLIC COMMENTS

None

BOARD MEMBER REPORT

Director Theresa de Vera gave an update for the Board of Directors meeting on May 20th. The Spirit of Accessibility Award was awarded to Francisco Duran from Alta Services. The Board approved the renewal of the employee health and benefits contract, and the self-insurance retention policy. Mike Greenwood gave a report on Operations. Ridership is increasing to pre-pandemic levels. The next Board of Directors meeting will take place on June 24.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace presented the report by giving an update on bill AB817, which essentially modifies the Brown Act to allow county Boards and Commissions that only have mandates to make recommendations. These are not decision-making bodies, but advisory bodies so they will allow them to meet virtually and not have the requirement to have an in-person quorum as the Brown Act currently requires. It will make it easier for seniors and people with disabilities to participate because they don't have to be in-person. The good news is it did pass the Assembly 54 to 8 and went to the Senate Local Government Committee. He pointed out that Access does not have an official position on the bill, but Chair Hagen sent an excellent IHHS message on the bill. If anyone is interested, staff can send that IHHS document on how they could participate in supporting it. He commended Randy Johnson for serving on a panel for the organization, Move LA. It was the LA Community Conversation and Policy Conference, and his panel was called What Will Be the Legacy of the Olympics and Paralympics in Los Angeles. He was on the panel with Salida Reynolds, who's the Chief Innovation Officer at Los Angeles Metro, and Aaron Bromagem, who's the deputy Mayor for International Affairs, City of Los Angeles. The goal of the panel was to have a conversation about the Olympics, and how they can play a role in ensuring people with disabilities, both Access customers and customers from around the world have access to this great event.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking the Board to remind the Governor, the Assembly and the State Senate that Access riders are vulnerable and that they need Zoom online. He asked Access Services not to give up on having meetings online. He also asked Access Services to work diligently with Metro along with the Independent Living Center to be able to work with the Olympics and

Paralympics as well.

MEMBER DISCUSSION

Vice Chair Lantz thanked Andre Colaiace for keeping them informed and wanted to keep supporting bill AB817. She accepted his offer to help by sending them information on how to participate in this bill. The ability to meet virtually is the only way they can get involved. She knows there are still people who are vulnerable and are more likely to get sick.

Member Padilla also asked for the letter so that he could also help. He knows churches are making it so that they could attend virtually too.

Andre Colaiace responded that staff will send out what was sent by Chair Hagen and IHHS. It has great information about the bill and about how to participate.

Chair Hagen stated that she was happy that Randy Johnson was on that panel and that they are represented. Part of the discussion will be the increased demand of paratransit since there will be street closures and routes that people will no longer be able to pass through with a fixed route ride.

Andre Colaiace stated that they are just discussing some of the logistical challenges that they will encounter. He stated they will keep the lines of communication open and make sure they are part of the discussions with LA Metro. He is not sure there will be additional demand during the events.

Chair Hagen stated that this is why ridership could increase. The construction for instance, for someone that might have a ride on that route, now there's construction so they will be directly affected by this.

FY'25 DRAFT BUDGET

Hector Rodriguez presented this item by stating they hired a new firm called Hollingsworth Consulting to provide them with ridership estimates for FY25. They worked with them because they provided them with existing data and then combined it with their model to make sure they had an accurate forecast for FY25. He went through the numbers and percentages of the budget. Additionally, for FY25, they are almost caught up with replacing the vehicles that are exceeding their contractual limits of 250,000 miles for the majority of the fleet. Altogether that's about 313 million and then about 8 million in capital construction to build in the Antelope Valley. Then there's capital carryover of vehicles, about 16.3 million for vehicles that are currently in order and will be received within the first half of FY25. Their vendor that provides the vehicles in California actually opened up a second line.

MEMBER DISCUSSION

Chair Hagen asked if the projections aren't comparable to past projections because of the new system and new contractor. Hector Rodriguez responded that the forecast from the econometric firm, the answer is mixed. They put out a new RFP for those services last year and FY23, and they received two proposals. One of them was from the incumbent and the new firm that they selected. The former firm said they will have to develop a new model because the old one was not working anymore. The model they came up with is different and as accurate as can be. They will be updating it monthly so that it gets more accurate as time goes on.

Chair Hagen asked if attrition or people passing away is a factor because of measuring trips rather than ridership. Hector Rodriguez responded that that is what they call dummy variables that they put into the system to try to figure out how much it impacts their forecast. The biggest components of that are the number of eligible riders in the system rather than how many people drop out.

Chair Hagen asked if there is any indication if the NextGen really made an impact on increased trips or increased activators. She doesn't know if there's any numbers that people who used to be able to take a trip are no longer able to take that trip on fixed route because of different factors. Are these factors researched because she thinks it has an impact on the number of trips.

Hector Rodriguez responded that most of those are looked at. He doesn't know if crime rate along bus routes or crime rate on public transit systems is one of the components.

ESTABLISH OFFICER NOMINATION SUBCOMMITTEE

Rycharde Martindale presented this item by requesting members for the Nominating Officers Subcommittee. They needed to have three volunteers and Bhumit Shah, Gordon Cardona and Maria Aroch volunteered to serve on the subcommittee

Motion was made by Vice Chair Lantz and seconded by Member Cardona.

NO SHOW PROCESS

Garrett Rodriguez presented this item by speaking on what the Federal Transit Administration (FTA Regulations) provides as a clear definition of what a no-show is. The definition of a no-show is when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location, in the pickup window and the driver waits at least five minutes. He discussed the no-show requirements and protocol.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that when making a reservation, describing his outfit helped drivers be able to find him easier. As it relates to no-show, it would be helpful if someone let the rider know if the driver is late to avoid a no-show.

Lisa Anderson made a public comment concerning the no-show policy, and sometimes she can't tell when her vehicle is outside. They were in the wrong apartment building last time and she lives on the 4th floor. She didn't have time to go downstairs. Someone from customer service will reach out to her.

Andrea Wingreen made a public comment on a building she goes to where it is a loading zone only for pickup and drop off. She gets a phone call that she is not in the right place in the building because it might be blocked. Someone from customer service will reach out to her.

Mike Greenwood stated that this was a perfect opportunity to do a location evaluation and he asked if they have her contact information on file, so they can reach out to get some details on the location she is describing.

MEMBER DISCUSSION

Member Padilla was wondering if another way to avoid no-shows could be that the rider can call for an ETA before the pickup time in case an emergency happens.

Garrett Rodriguez responded that on the slides, a couple of them touch on those points. One of the recommendations is to call for an ETA 15 minutes before their due time.

Chair Hagen added that if you are on the phone with them and you communicate what's happening, they will do it at their own risk. It is a topic that is worth a conversation at the subcommittee level.

Member Shah stated that five minutes is the industry standard for a vehicle to wait. He understands the vehicle needs to proceed on the route because then they get behind. If they are required to wait 20 minutes and have a type of mobility impediment or limitation, is it feasible to have the seven to ten minutes. From an Access point of view, it would save them more money so they would not have to send another ride and it would be more efficient. Chair Hagen asked if this was something they could address since only 5 minutes is not enough.

Mike Greenwood stated it wasn't feasible to increase the wait time. They had discussed whether they would be able to make the accommodation to add another 5 minutes. Additionally, their research concluded that a no-show requires 7 to 10 minutes for the vehicle to depart from the location. The driver has to report the no-show to the

dispatcher, the dispatcher attempts to call the rider, the rider is actually getting a couple of extra minutes already.

Member Cardona asked, "Passengers could call customer service to remove the no-show from their record. I have done so."

Chair Hagen stated they are exploring some of the subcommittees they think are relevant to this. One of them is to put the no-show on pause if they are on the phone with either the provider or with OMC because they are on the phone, which means they are at that destination for the pickup. It doesn't make sense then to continue with the no-show process if the passenger is on the phone. She wants to be sure this is something that can be taken care of, the moment the rider calls and not after the fact has already happened. She asked the members for feedback on any no-show experience.

Member Lantz asked for input before they close this subcommittee on this subject. She asked what people think about the suggestions that have been raised.

Member Aroch stated that because they're older, they may use the app and someone is always with them, like a caregiver who helps them find their vehicle. The older riders don't know exactly where they should be to meet their ride and they are always accompanied by someone, so the issue of a no-show is not an issue.

Chair Hagen stated that having a PCA with them and the "around assistive technology" can be tips to add to their list of items for the script. Eric Haack said he would add it to their script for the meeting in July.

Member Padilla stated that he works in a warehouse. It's a training center for people with disabilities, and many ride Access. Some of them walk slowly and by the time they go to their lockers to get their belongings, they end up stranded. He thinks it just goes back to increasing the five-minute time. He is concerned that someone might be left stranded at work, and nobody will be around to take them home.

Chair Hagen stated that if someone has any mobility issues, which makes it difficult to get anywhere. A modification of policy might be something to look into.

Vice Chair Lantz worked 46 years at UCP, and they used to have someone go outside, and wait for the vehicles, and they would alert the person to go out. People who had more significant mobility disabilities, they just had them start waiting a couple minutes before their ride time. They should have a liaison to help them catch their ride than someone being stranded there because they missed their ride or Access having to send another ride.

Member Cardona said, "Sometimes it takes a little longer to get out. I work at a therapeutic day facility, and we do it at work." Chair Hagen stated there are situations like that and there are definitely things that the facility can do.

Member Johnson asked if they were discussing that everyone over 65 should have someone with them. In bad weather, they are expected to be where they can see a vehicle and that's not going to happen for riders with visual disabilities. They are stuck in 100 degrees with or without their guide dog or getting soaked in the rain. Chair Hagen stated that they should communicate that in their call. If they get electric vehicles, they will be very quiet, and this might be an issue in the future.

Member Almalel stated that when you have elderly people that don't use the app, and don't really have a caregiver, some of them are very slow. If they happen to be getting that no-show verification call, some of them can't walk and talk, because they're holding a cane or they're holding a walker. It is busy when they call the dispatchers sometimes, and there is a high call volume, and by that time, they might miss their ride.

Member Padilla stated that at his job they have staff in charge of transportation duty.

Chair Hagen stated that when picking up an individual with a visual disability, activating the backup sound might be very helpful to facilitate connection between a person and the driver. These are all issues that could be discussed in the subcommittee.

Member Johnson stated that sometimes she is left stranded at a place where she shops because the parking lot is big. She doesn't always have someone there to help her outside.

Member Hagen asked members to share their experiences on no-show experiences.

Vice Chair Lantz added a point on a very difficult location where a rider is having issues being picked up. They can call customer service to request someone to come out to evaluate the best pick up place. The people she knows don't always have consistent call outs when being picked up.

Member Almalel stated that she travels when it isn't too busy, and she doesn't rely on call outs usually. She does get automated call outs in the valley, and it has been a while since she has had a no-show. They were having street construction recently and she called Access to inform the driver and he didn't read the notes section therefore she had issues with the pickup, but this could have been avoided.

Member Cardona stated that he usually gets a text out.

Member Aroch stated that she gets call outs most of the time.

Member Johnson stated that she does it through “where’s my ride” but by the time she exits they are gone.

Vice Chair Lantz asked if when they called in, it would help to find out where their ride is and if they could pause the no-show.

Member Padilla stated that he would get consistent calls when he was riding Access and sometimes he wouldn’t get any calls at all. It was usually an automated call and once in a while he would get a real person. Chair Hagen asked for more consistency and accountability when calling for no-shows. She also added that they should consider putting the no-show on hold when someone needs more time getting out to the curb.

RIDER NEWSLETTER

Randy Johnson presented this item by stating that there would be a reintroduction of the Access Rider newsletter. He asked if the committee might want to provide some input into what the newsletter will look like and what it will provide. Their intent is to distribute a newsletter twice a year. It will likely precede the community meetings, which are twice a year so that it will promote attending the community meeting.

MEMBER DISCUSSION

Chair Hagen stated that twice a month is junk mail, in her opinion because people aren't expecting it, and people can't get into a rhythm of looking forward to it. She suggested starting quarterly so people can expect it. She was also wondering what format it would be distributed in.

Member Johnson has trouble getting her agendas in Braille. She asked if the newsletter would be the same way. She does get it via email, but it is hard to read. Randy Johnson stated that in terms of mail, he isn’t sure how it was distributed before. They would utilize mail, email blast and posting on the website.

Chair Hagen stated that it is determined that it would be distributed in alternative formats per the law.

Member Cardona stated that when he rides, he always hears the dispatcher say, “send me the no-show”. He also added that the “Behind the Scenes” communication is too often.

Chair Hagen stated that the podcast would be a good format for them to diffuse information. The information distributed should be positive, constructive, written clearly and it should be relevant. Make sure that it's constructive, it has good tips and good information that people would want to pick up. She thinks involving people with disabilities and the riders in the content and the type of tips would be helpful. Access

should ask the riders to see what format of distribution would be best.

Randy Johnson stated that the Rider360 has an option to choose what format they would like to receive communication. Chair Hagen asked them to include this in the first issue of the newsletter with the contact information of the person they should notify to do this. She asked the members for ideas for content for the newsletter. She suggested they could do questions on the website and the upcoming videos that will be put out soon. They can contact customer service or email rjohnson@accessla.org.

OPERATIONS REPORT

Anthony Santiago presented the statistics and provided the following highlights. Access staff attended the Patient Family Advisory Council meeting hosted at Rancho Los Amigos on May 8th. Project Administrator Faustino Salvador was able to answer all questions that the attendees posed. Emergency Management Coordinator, Alex Chrisman, provided an on-site demonstration of the food and water needed to survive a serious emergency at our Southern region contractor on May 17th. On May 28, Project Administrator Vicente Pena met the new director of the Braille Institute, Matthew Chambers. This outreach was to go over Access services and overall operations to strengthen the bridge of communication between the Braille Institute and Access Services. Lastly, on May 29, Access staff participated in emergency operation center tabletop exercise. They participated in a two-hour exercise to be prepared for an emergency that could affect the operations. The emergency scenario included civil unrest occurring, which caused hypothetical operational delays.

PUBLIC COMMENT

Mel Bailey made a public comment by asking if there was a way to streamline all of the different regions to have better communication between the different contractors. He sometimes has to wait and rely on that middle man, and it creates a delay. On standing orders, it takes Global a day or two to fix something and it'll take another agency five to seven days. He thinks if the regions are streamlined then it would help with the KPIs, operations, and with the no-shows.

Lisa Anderson made a public comment by stating that if she is on an Access ride and there happens to be a big earthquake, where is the driver going to take them. Also, if there is a restroom emergency does Access have something like a Port-o-Potty to use and just in case said that that needs to be done. A customer service representative will contact her with her questions.

FUTURE AGENDA ITEMS

Chair Hagen combined the member communication and future agenda items so that the members can give input.

Vice Chair Lantz asked if for future agenda items, they could have someone from

Access go out and speak to them on Emergency procedures.

Chair Hagen stated it was a great meeting and she apologized about the subcommittee reports that will be postponed to next month.

Member Cardona asked when the automated vehicle demonstration will be rescheduled. Matthew Avancena will check with Bill Tsuei and report back to them at the next meeting.

ADJOURNMENT

The Chair adjourned the meeting. The meeting was adjourned at 3:15 p.m.

<p style="text-align: center;">MINUTES Community Advisory Committee (CAC) Meeting April 9, 2024 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:04 p.m.

CAC Members Present: Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Gordon Cardona, Bhumit Shah, Scott Barron, Jesse Padilla, Wendy Cabil, Kimberly Hudson

CAC Members Not Present: Jan Johnson, Rachele Goeman, Michael Conrad, Maria Aroch

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Kristy DeHaro, Karen Gilbert, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF MARCH 12, 2024

Chair Hagen asked for a motion to approve the March 12, 2024 minutes.

Motion: Member Barron
Seconded: Member Shah
Abstention: Member Cardona, Member Shah
Motion: Passed

GENERAL PUBLIC COMMENTS

None

BOARD MEMBER REPORT

No report was given this month.

RIDES TO AND FROM ABILITIES EXPO

Senior Manager of Operations, Rogelio Gomez, presented this item. The Abilities Expo and the LA Marathon took place at the same time in the West Central region. Therefore, many trips could not be completed from the Expo due to varied factors such as times, number of riders and destinations. Based on the overall trip demand they will be reverting to utilizing all four Basin contractors for pickups to help facilitate communication for drivers and customers.

PUBLIC COMMENT

Carolyn Edwards made a public comment by stating she had a wonderful experience with rides at the Expo. Her ride was a great experience because it was well organized. She added that she was scheduled to be picked up today, but the driver did not show up. Nobody called her from dispatch to inform her either. Additionally, Access drivers show up late every Sunday whenever she schedules a trip for 9:00am, they show up at 10:00am. Chair Hagen asked what region it was, and Mrs. Edwards said it was the Northern region.

MEMBER DISCUSSION

Member Padilla asked for clarification on what the miscommunications made by staff at the Expo. Rogelio Gomez responded it was on the call center side where some information wasn't provided to the call takers on time. The issue has been addressed, but it could have been addressed better. Chair Hagen stated that the provider CTI, failed to get that information in her opinion.

Member Cardona stated, "Maybe they could post signs inside the hall of the convention center directing the location to meet Access." Rogelio responded that was a great suggestion taken into consideration for the next Expo.

Member Barron asked if there was a way they could talk to the people that run the Abilities Expo to see if they could get a link for when people to sign up online that asks, if they are an Access user where they can instantly be taken to a reservation page online so they can book their trip for the Expo. He understands reservations can only be made 24h before but maybe they can make an exception to how many rides approximately they will have.

Rogelio responded it was always good to know how many riders are heading their way so they could better prepare. He will see how that is possible with the event. He doesn't think the technology is there to do that, but they could look into it.

Vice Chair Lantz stated that she didn't attend this year, but Member Hudson had a lot of issues with the rides being late. Everyone who had a negative experience went on Friday, and it sounds like there were more rides than expected. In the past, Access has

done an excellent job, but she thinks it takes a village to make it work, because there are people from all areas going to the Expo and going home.

Rogelio Gomez stated that CTI has done the trips from the Expo for the last two years successfully, so this was a reality check for them that the numbers are getting higher than the pre-pandemic numbers. Next year they will have all four Basin contractors work together to make it a smoother process.

Chair Hagen asked the number of trips made this year. Rogelio Gomez responded it was 659 in 2019 and this year 559, the highest in the past five years. Chair Hagen stated that Access promised them to make it easier for shared rides since CTI knew ahead of time their trip volume. She thinks it had more to do with communication and there were many ways that this could have been avoided.

Chair Hagen asked Access to make sure that there are enough places to sit in the staging area. That there's shelter from weather, and a little more attention is paid to the riders that are waiting. Allow a little bit more flexibility because if that helps the providers and helps the riders, then it is a win-win situation. She liked the suggestion about the signage inside the venue as well.

Member Padilla was surprised that he didn't see enough signage at the convention center. He saw some but not enough to direct people towards the Access area. Chair Hagen stated that there was signage to direct drivers in, but no signage for participants. She thanked the northern region for being on top of it because her experience was great.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that the United States Access Board which is a Federal Agency not to be confused with the Board of Directors for Access Services, was coming to Los Angeles. For those who don't know what the Access Board is, is an independent federal agency that promotes equality for people with disabilities through leadership and accessible design and the development of accessible guidelines and standards. The Access Board was created in 1973 to ensure access to federally funded facilities. It is now a leading source of information on accessible design, including the built environment and transit vehicles. It's also structured to act as a coordinating body among federal agencies and directly represent the public, particularly people with disabilities. It has 25 members on the Board and from April 15th to the 19th, the Access Board will be holding its quarterly meeting in Los Angeles to understand the state of accessibility in the city. On Tuesday, the Board will hold a town hall meeting on Wednesday, it's going to focus on accessibility in Hollywood, and on Thursday, they're going to spend a whole day looking at accessibility in the city of Los Angeles as it prepares for the Olympics. He was asked to participate on a panel discussing the accessibility of transportation and transportation facilities in Los Angeles. He looks forward to letting them know about some of the challenges that are emerging and that

they've talked about, which is the emerging bike lane infrastructure. They had a meeting with Metro staff and consultants regarding the 2028 Olympic and Paralympic games and are starting to get a little more information about what things may look like from an operational perspective. They are making sure that people with disabilities from around the world, who are going to be using their services, have easier access. Finally, they have been submitting some grant applications for the Antelope Valley Paratransit Operations and Maintenance Facility. There's something called the Federal Raise Grant program. They asked for \$20,000,000 for that facility and more federal participation as it frees up other funds that they can use to build facilities in other parts of Los Angeles County. They are looking forward to submitting a similar grant application to the Federal Bus and Bus Facilities program as well.

PUBLIC COMMENTS

Fernando Roldan made a public comment by asking about the issues concerning bike lanes and how a lot of businesses were upset in the city of Burbank saying they did not want more bike lanes. Second, they should include other cities in their discussions besides Los Angeles. They might want to speak with the city of Pasadena about these issues since they might use the Rose Bowl as well.

Mrs. Spencer made a public comment by asking when Access is going to hire more drivers with sensitivities.

MEMBER DISCUSSION

Member Gordon asked, "Will we have more drivers to accommodate the influx during Olympics?" Andre Colaiace stated that they are trying to determine that. Mike Greenwood responded that they spoke to someone in Utah concerning their public transport during the Olympics and he said there was no significant increase in riders which could be different in Los Angeles. Mike Greenwood added that he and Andre Colaiace were hoping to get a better idea of ride demand for paratransit service. Fortunately, the consultant that Metro is using has somebody on their team that worked in London during the 2012 Summer Olympics, and he has valuable experience that might help, and they are hoping he will give a more accurate forecast of what to expect in 2028.

Member Almalel was wondering if any of the \$900,000,000 influx of funds coming to Metro, could be afforded to Access for preparations as well. Andre Colaiace responded that it was for specific projects, but Metro has put together a mobility concept plan that lists additional capital projects and Access is one of those projects. It states its infrastructure improvements for electrification, but it's unclear exactly what the mechanism is for getting a formal request. There should be a decent sum of money directed at the region and they hope they can get a part of it.

Chair Hagen stated that same day consideration should also be in play because flexibility is going to be necessary. She would like more discussion around same day pickups. She thinks that everyone who answers the phone should know how to use translation services and that is something that should be discussed as well. She is happy they are included in the meeting with the Federal Access Board discussion and would like to know if there is a way for them to be included in the session. Andre Colaiace will get back to her on whether there is a public discussion section.

ADJUSTING THE TRANSFER TIMES TO AND FROM SANTA CLARITA AND NORTHERN REGION

Mike Greenwood provided an update on transfer trip service, which connects Antelope Valley and Santa Clarita with the rest of the four regions in Los Angeles County. Previously, there were only three transfer opportunities each weekday and there were no transfer trip opportunities on weekends or holidays. So that expansion, which was approved by the Access Board of Directors, was implemented in July 2019. Since that time, there have been eight transfer trip opportunities on weekdays and three on weekends and certain holidays, holidays that the contractors operate on because the fixed route service is operating on.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he has mentioned before that there needs to be an extension of the transfer points, especially during the weekends. The reason is because of visiting family for birthday parties or celebrations as well as holidays. He recommends they also extend the times to later times.

Mrs. Spencer asked if Access was ever going to make it possible for same day reservations.

MEMBER DISCUSSION

Chair Hagen stated that it is difficult when it comes to being able to socialize or visit family and friends in that area. The reason people are not booking rides for social reasons instead of medical appointments is primarily because there's no availability.

Mike Greenwood asked if this was an issue they could discuss at the subcommittee meeting.

Vice Chair Lantz stated that she has clients that have relatives that live in that region, and they are traveling from LA or Culver City. The main reason they're not able to go on weekends is that there's nothing available that is late enough for them to go enjoy a social activity with family and friends.

Member Shah asked if there was data on how many riders missed their transfer trips because they wait at the transfer points. Mike Greenwood responded that when they implemented the expansion of transfer trips service in summer of 2019, they added a full-time starter at Olive View Medical Center to monitor the connections between the incoming and the outgoing vehicles. Since they have these operating procedures at Olive View Medical Center, nobody's going to be stranded on a transfer trip. If the supervisor has to drive them all the way to the end of the line to drop them off at their final address, that'll happen.

Member Shah asked if this was the same in other counties. Chair Hagen clarified that it is understood that this is within LA County regions and not between other counties.

Member Padilla stated that it would be awesome to have rides between other regions and counties. He agrees with Vice Chair Lantz that there should be later times on the weekends because those trips are useful for riders to be able to socialize with family and friends.

Chair Hagen asked if there's been an improvement in the San Fernando Valley, when booking a trip. She asked if they are giving a more reasonable timeframe and not just a blanket one and a half hours prior to rider's transfer times. Mike Greenwood responded that he doesn't have any information on that, but by the time they discuss it at the CAC subcommittee, he will have more information.

OPERATIONS REPORT

Kristy DeHaro presented the Operations report with the statistics. The Access website directory was updated for the seven terminals and the Tom Bradley International Terminal. The update also includes the booking address that should be used for LAX, as well as a reminder for riders to be visible at the curb and providing the terminal information when booking their trip. A new Access stand sign was added to the Cal State University Long Beach campus, which is stand sign six, located at lot E7 employee parking. All stand sign information and locations can be found on the Access website. Lastly, in terms of vehicle acquisition, 86 Pro Masters have been delivered to the contractors as of April 9, and the remaining units are being retrofitted with an upgraded air conditioning system.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should include the number of shared rides and if people have made complaints about the shared rides. He believes the CAC needs to hear about how the shared rides are affecting the riders. One factor he did not see in the operations report is the stand signs at stadiums like the Rose Bowl, SoFi stadium, Dodger Stadium, etc.

Mel Bailey made a public comment by stating that they should provide bullet points regarding what kind of training the drivers receive. He is still having issues with drivers coming up to him, speaking a different language, playing the music too loud, and even a supervisor who was disrespectful to him. He has noticed an increase with the on-time pickups. He does not want to be pulled, grabbed, or pushed as someone with a visual impairment. Ask how to help and ask first before trying to physically help him.

Mrs. Spencer made a public comment by stating that in her experience, some of the supervisors have horrible attitudes or are not sensitive toward people with disabilities. They're in a hurry, impatient and rude.

FUTURE AGENDA ITEMS

Chair Hagen stated that the purpose of this item was to make sure they have a place where they can bring ideas to their collective committee. She wants to encourage people to let them know of important issues they would like to discuss in future agendas.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should invite council members or mayors of the LA County area to join the meetings and see what the function of Access Services is. Also, they should have a legislation liaison for the CAC, and a liaison for the federal government, to see what programs are out there.

Mel Bailey made a public comment by stating that they have talked about increasing the visibility of the meetings, and he has realized the drivers aren't aware of the meetings. He would like some level of consistency with the callouts because he had a situation where he got a call to come outside, and it was raining. He had to wait for the driver, and it was difficult for him to go back up.. He knows it is an automated call, but they should consider this when calling the riders since they don't necessarily arrive right away.

Andrea Wingreen made a public comment by stating that the height is too high on some of the silver ride cars, and it takes her a long time to grab onto the handle and climb in to enter the vehicle. A customer relations representative will contact her.

MEMBER DISCUSSION

Vice Chair Lantz stated that it's important that the committee members take note of the public comments in the meetings for future agenda items. They need to reassure people that their voice is important, and they are listening to them. Those are the things that they are focused on at subcommittee meetings, which are not public meetings, but these issues are being discussed and that Access is also listening.

Member Barron asked if they could put callouts as a standing item for the Operations subcommittee. Chair Hagen asked if this was an issue they should talk about at every meeting every month. This way they can take all the public comments and direct them to whatever subcommittee that applies to. Chair Hagen asked Matthew Avancena to make sure the suggestions are added as notes so when they work on the agenda, they can refer to these items.

Member Padilla asked when the next subcommittee meeting takes place. Since he is increasingly hearing about supervisors being disrespectful, sensitivity training should be added for a future agenda item. Chair Hagen stated that Access doesn't have the jurisdiction to train drivers and supervisors that work for the providers. She will ask to see how they can help with this issue. Member Padilla commented that the public comments are being addressed at subcommittees, and somebody is getting back to them.

Vice Chair Lantz suggested that they are meeting with Matthew Avancena and help with a list of the comments that were made and what subcommittees those might fit into.

Member Almalel asked if they could discuss the evolving designs of the Pro Master. She has seen several different designs, and each one has something interesting in it. Recently, she got a Pro Master and when you exit the ramp, the lip in the back flips up, and it could trip someone. It is scary if you are leaving in a wheelchair because the ramp bobbles for a second. She would like to be able to leave design comments for the Pro Masters since they are still getting modified.

MEMBER COMMUNICATIONS

Vice Chair Lantz thanked everyone that contributed, the riders who have called in and her fellow CAC members. They had a lot of input, and it's often not easy for them but she appreciates their help, and support.

Member Almalel thanked everyone for their reports, and for their willingness to work hand in hand to improve Access for future events like the Olympics. She works with the Triumph Foundation, and they are having their annual Wheelchair Sports Festival in Santa Clarita. One year they were able to work with Access on getting trips out there for all the wheelchair users. She invited everyone to the event on April 27th and 28th. Chair Hagen asked Member Almalel to talk to Mike Greenwood to coordinate rides for this event.

Member Barron thanked everyone for the discussion and asked them to keep in mind that general election's around the corner. They need to start thinking about how to make Access better for people that vote in November.

Member Padilla thanked everyone for the reports. He added that the shared rides have increased according to his coworkers. He asked if they could add an item on the agenda for how to connect to other counties via Access.

Member Shah thanked everyone for all their team effort and looks forward to making the best in the country.

Member Cabil stated she is trying her best to balance everything out despite some setbacks. She reminded everyone that May is National Mental Health Awareness Month, and LA County Department of Mental Health has various activities going around in the counties, in the eight different regions. She congratulated Jessica Volanos on the birth of her baby. She also congratulated Victor Garate for moving up in his position. She is happy to be a part of the CAC team.

Member Cardona stated that "Access should be aware that the Adaptive Sports Fair is this Saturday at Long Beach City College. Also, the Grand Prix of Long Beach is April 19 to 21st. Thank you."

Chair Hagen specifically talked about the response to the Abilities Expo comments. She thanked the operations team for taking in all the comments, thinking about them, being proactive in what can be improved.

REVIEW DRAFT CAC PARTICIPATION MATERIALS

Matthew Avancena presented this item by speaking on the different outreach materials they could use to encourage CAC participation. They can make the CAC meetings more prominent on the website and work on a flyer. He spoke on how to participate at CAC meetings and asked for any suggestions from the members and public.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they should create flyers and distribute information about the meetings at their Independent Living centers, the Metro Bus, other public transportation around the county, as well as the LA County Board of Supervisors meetings.

MEMBER DISCUSSION

Member Padilla asked if somebody wanted to attend the meetings in person, they could go to the El Monte office. Matthew Avancena responded he would be in a conference room, with a big screen monitor, and he could see everyone on the monitor. It would be no different than what he is doing now but on a bigger screen.

Chair Hagen stated that infoline recording is provided so that riders can listen to how to connect to upcoming meetings. She asked them to revise the description about

what the CAC is and make a statement welcoming riders to attend the meetings and give their input. They should have it in email format and flyer format so that they are able to invite people to attend the meetings. They had a public comment suggesting the drivers should also know about the meetings so maybe the providers can diffuse this information to them.

SUBCOMMITTEE UPDATES

Karen Gilbert presented the Eligibility subcommittee and stated that they resumed discussion on page three of the application. On page three, there was a suggestion to group all mobility devices together and mobility aids in another group, and the same suggestion was made for page four for secondary devices. The subcommittee asked if the language regarding the oversized mobility device needed to be revised based on the pro master vehicle capacity. The group also suggested the importance of adding mock-up rear seating and steps to simulate the Promaster at the eligibility center.

Susanna Cadenas presented the Customer Service subcommittee and gave an update by stating they continued discussions on improving the operations monitoring center. The discussion started with feedback related to the abilities Expo experience from scheduling of the trips to late pickups. Although this was not directly related to OMC, the committee requested to know how OMC was impacted. They were able to quickly report that there were very minimal calls to OMC, and most were calls for ETAs. They spoke on customer's awareness of the OMC and whether they need to do more marketing. Many efforts have been made, such as presentations at the community meetings, updates to the customer service phone tree, and mentions in the rider's guide. They also revisited the topic of written responses to complaints, specifically mentioning how written responses do not provide a detailed outcome of conduct related concerns. The recommendation was made to include travel trips to the response letters based on the validation of concern. At the next meeting they will be developing an OMC questionnaire and review a few complaint response letters.

Mike Greenwood gave an update on the Operations subcommittee. They discussed the estimated time of arrival calls and some of the difficulties riders face when not getting the help they need when calling for an ETA. The committee reviewed a staff recommended operations bulletin and they received feedback. The bulletin is designed to give additional guidance to contractors to meet the needs of the riders when they call for an ETA. The second item discussed was shared rides. It was more of an introductory discussion, and they will take a deep dive into the issue of shared rides.

Eric Haack spoke on the video communication subcommittee that is currently working on an informational video with the topic of how to avoid a no-show. The subcommittee discussion concluded on utilizing information previously shared with this CAC committee and community meetings. They will speak on definitions of what constitutes a no-show, late cancellations, and missed trips. At the next video communications

subcommittee, the team will be able to make progress on how to avoid a no-show video script.

Matthew Avancena gave an update on the last meeting as he went over the requested changes for the homepage or the landing page. The proposed changes that Josh Southwick showed the subcommittee members were well received. There were still a few comments about the dropdown menus and its visibility when it interacts with the images. They addressed these concerns by creating the dropdown box and how that overlays with the image. They discussed the hierarchy of the site and checked if they moved things around it would be more user friendly. There was a request to make the online reservation button more prominent. They are working on the site map next.

MEMBER DISCUSSION

Chair Hagen stated there were some excellent discussions and great work being done in the subcommittees. She is happy about the progress being made and the discussions. The openness and ability to have those discussions, and to be able to hear different perspectives is important.

Member Hudson encouraged people to participate in the subcommittees. She stated it is where a lot of the work gets done and she's proud to serve in them.

Chair Hagen said they still had room for CAC members to join the subcommittees. If they are interested in joining, please contact Matthew Avancena.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Cabil made the motion to end the meeting. There was a second by Vice Chair Lantz. The meeting was adjourned at 3:15 p.m.